

MyTax.DC.gov User Guide:

How to Sign Up – Individuals Sign-up

Individuals who pay taxes in the District of Columbia can sign up for a MyTax.DC.gov account using this step-by-step guide.



Can't find what you're looking for? Enter keywords here to filter.



Business

I want to...

- > Register a New Business - Form FR-500
- > Register a Special Event - Form FR-500B
- > Request a Certificate of Clean Hands



Clean Hands

I want to...

- > Request a Certificate of Clean Hands
- > Validate a Certificate of Clean Hands
- > Learn More About Certificate of Clean Hands



Quick Payments

I want to...

- > Pay with Credit/Debit Card



Tax Law and Guidance

I want to...

- > View Private Letter Rulings
- > View DC Tax Code
- > View Tax Guidance Issued by OTR
- > View Notices



Individual

I want to...

- > Check the Status of My Refund
- > Learn More About DC Freefile/Fillable Forms
- > Respond to Verification Letter
- > View Tax Forms



Forms

I want to...

- > Submit an Extension
- > View/Retrieve Current Year Tax Forms
- > View/Retrieve Prior Year Tax Forms
- > View MeF Information



Resources

I want to...

- > Go to OTR Homepage



Taxpayer Advocate

I want to...

- > View Taxpayer Bill of Rights
- > Request Assistance
- > En Español



Real Property

I want to...

- > Make a Real Property Payment
- > Search Real Property by Address or SSL
- > View More Options



Quick Links

I want to...

- > Submit a Customer Service Survey
- > View FAQs
- > View Tutorials
- > Contact OTR



Submissions

I want to...

- > Retrieve a Saved Submission or Previously Filed Return
- > Submit Requested Documentation
- > Submit VDA



More...

I want to...

- > File Form FR-329 - Consumer Use Tax Return
- > Request Government Exemption
- > Request Residential Parking Exemption
- > Search for Certificate/License Exemptions

MyTax.DC.gov User Guide: How to Sign Up – Individuals Sign-up

Sign-Up for MyTax.DC.gov

2



Welcome!

Create a MyTax.DC.gov account today to manage your DC taxes online. To sign up, you may need one of the following:

- The "Notice Number" listed on a letter received from the Office of Tax and Revenue
- The most recent return or payment information, depending on the tax account type

If you do not expect to file or pay DC taxes for yourself or your business, you may complete this request without the requirements above.

2a

Cancel

2b

< Previous Next >

1. On the MyTax.DC.gov homepage, click **Sign up to use MyTax.DC.gov**.
2. You will be navigated to the **Instructions** page.
Note: To sign up, you may need one of the following:
 - a) The "**Notice Number**" listed on a letter received from the Office of Tax and Revenue. You may also use the most recent **return or payment information**, depending on the tax account type.
 - b) Click **Next**.

Sign-Up for MyTax.DC.gov

3



3a

Registration Type

Do you expect to file/pay DC taxes for yourself or your business?

No

Yes

3b

Cancel

< Previous

Next >

3. On the **Registration Type** page, indicate the type of registration you need. Selecting **Yes** will open a MyTaxDC profile as a taxpayer, selecting **No** will indicate that you are a third-party. For this example, we have selected **Yes**.
 - a) Because you are an individual taxpayer in the District, click **Yes** to “Do you expect to file/pay DC taxes for yourself or your business?”
 - b) Click **Next**.

Sign-Up for MyTax.DC.gov

4



4a

Taxpayer Information

In order to sign-up for MyTax.DC.gov, you must have previously submitted a DC tax return or completed the FR-500 New Business Registration form.

ID Type * FEIN ITIN PEIN SSN

Enter Your SSN * *Required*

Re-enter Your SSN * *Required*

4b

4c

4d

Cancel < Previous **Next** >

4. Complete the **Taxpayer Information** section.
 - a. Select the **ID Type**, FEIN (Federal Employer Identification Number), ITIN (Individual Taxpayer Identification Number) or SSN (Social Security Number). For this example, we have selected SSN.
 - b. Type your ID Number in the **Your ID** field.
 - c. Retype it in the **Re-enter Your ID** field.
 - d. Click **Next**.

5

Sign-Up for MyTax.DC.gov



5a

Validation Method

Your identity must be validated. Select a method to continue with the validation process.

- I would like to provide the "Notice Number" listed on a letter received from the Office of Tax and Revenue
- I would like to provide information related to a registered tax account

5b

Notice Validation

Notice Number

5c

Cancel

< Previous **Next** >

5. On the **Validation Method** page, indicate which method you will use to validate your identity. In our **first example**, we will use a **Notice Number**.
 - a. Because you would like to use a **Notice Number** to validate your account, select the first option **"I would like to provide the Notice Number listed on a letter received from the Office of Tax and Revenue."**
 - b. Enter your **Notice Number** in the **Notice Number** field. Your notice number can be found in the upper-right corner of the correspondence received from the Office of Tax and Revenue. You must use a Notice Number issued from our new Modernized Integrated Tax System (MITS). The Notice Number begins with the letter "L". If you do not have a notice issued from MITS, you must register by selecting an Account Type.
 - c. Click **Next**

6



6a

Validation Method

Your identity must be validated. Select a method to continue with the validation process.

I would like to provide the "Notice Number" listed on a letter received from the Office of Tax and Revenue

I would like to provide information related to a registered tax account

6b

Account Validation

Account Type: Individual Income Tax

i For the Individual Income Tax validation, enter the **Total Tax** line on the most recently filed DC Individual Income Tax Return.

- This value can be found on the DC Form D-40
- If you do not have a copy of your tax forms, please contact your preparer or software provider
- The Total Tax value may be greater than 0, even if you received a refund

Total Tax: \$5,863.00

Total Tax is \$0.00

6c

Cancel Previous Next

6. On the **Validation Method** page, if you do not have a notice number, you can enter **Account Type** information(e.g. Individual Income). In our second example, we will use the **Account Type** option to validate.
 - a. Because you would like to use **Account Type** information to validate your account, select the second option "**I would like to provide information related to a registered tax account.**"
 - b. Select your **Account Type** in the **Account Type** field. If you select an account type, you will be asked for last tax due. Either **enter the Last Tax Due** or check the box for Last Tax Due is \$0.00. **Note:** A description of the last tax due will immediately display once you select your Account Type. The description will help you locate the correct number needed to validate your account.
 - c. Click **Next**.

Sign-Up for MyTax.DC.gov



Registration Summary

Please review the following information

Username: test1
Name: TEST TEST
Email: test@test.com
Contact Phone: (202) 222-2222
Alternate Phone:

In case you forgot your password:
Secret Question: What city were you born in?
Secret Answer: *****

An email containing a temporary password and a link to log in will be sent to you.

Click Submit to complete this request.

Cancel

10

< Previous

Submit

10. From the **Registration Summary** page, if you need to make any changes, click **Previous**. If you are ready to submit, click **Submit**.

Confirmation



If you need to make any changes, click 'Cancel', otherwise click 'OK'.

11

Cancel

OK

11. A **Confirmation** pop-up will display. Click **Cancel** if you need to make changes, otherwise click **OK** to proceed.

Confirmation

28-Sep-2020

Your New Login Request has been submitted to the District of Columbia Office of Tax and Revenue.

To access this request for future use, please check the following:

Email: **test@test.com**

Confirmation Code: **jym49b**

An email containing a temporary password and a link to log in will be sent to you from **DoNotReply_MyTax@dc.gov** or **DoNotReply@GenTax.com**. This email is being sent from an auto-notification system that cannot accept incoming emails. Should you have questions about your tax account, please log in to MyTax.DC.gov and send a secure message to the Office of Tax and Revenue's (OTR) e-Services Unit by clicking **Send a Message** under the "More" tab.

Didn't receive the email? Check spam or junk folders for a message coming from **DoNotReply_MyTax@dc.gov** or **DoNotReply@GenTax.com**.

12

Printable View

OK

Feedback

How satisfied were you with using the MyTax application to complete your tax matter?



Comments

13

Submit Feedback

12. A **Confirmation** page displays. To obtain a printed copy of this page, click **Printable View**. Otherwise, click **OK** to be returned to the MyTax.DC.gov homepage.
13. A section to provide **Feedback** will also appear. Please take a moment to let us know how satisfied you were using the MyTax application. You will also be able to share any comments or concerns in the space provided. Once finished, click "**Submit Feedback**".

14

Thank you for creating an account on MyTax.DC.gov!

[Please click here to return to MyTax DC](#), enter your username and then click the "Log In" button to complete your registration.

If you are having trouble with the link above, you can instead navigate to: <https://mytax.dc.gov/> and Log In using the temporary password along with your username to complete your registration.

Temporary password: 7m4qbbt4

Please do not reply to this email. If you have specific questions about your tax account(s), please log in to MyTax.DC.gov and send a secure message to the Office of Tax and Revenue's (OTR) e-Services Unit by clicking "Send OTR a Message" under the "I Want To" section on your homepage. To safeguard your identity and tax information, OTR will never ask for password information.

14. An email will be sent to the email address you provided. Within the **email** will be a **Temporary Password** that you will need to log into mytax. Click "**Please click here to return to MyTax DC**" hyperlink to navigate back to the [MyTax.DC.Gov](#) homepage.



🔍 Can't find what you're looking for? Enter keywords here to filter.

		
<p>Business</p> <p>I want to...</p> <ul style="list-style-type: none">> Register a New Business - Form FR-500> Register a Special Event - Form FR-500B> Request a Certificate of Clean Hands	<p>Individual</p> <p>I want to...</p> <ul style="list-style-type: none">> Check the Status of My Refund> Learn More About DC Freefile/Fillable Forms> Respond to Verification Letter> View Tax Forms	<p>Real Property</p> <p>I want to...</p> <ul style="list-style-type: none">> Make a Real Property Payment> Search Real Property by Address or SSL> View More Options

15. Once you navigate back to the MyTax.DC.gov homepage, type in your **Username** and the **Temporary Password** that was emailed to you.
16. Click **Log In**.

Protect your MyTax DC account with two-step verification

Two-step verification is used to better protect your MyTax DC account. Once we have it setup you'll be asked to provide a unique security code to verify your identity each time you access your MyTax DC account.

17



Authentication App
Use an authentication app, such as Google Authenticator, to get security codes.
[Set Up](#)

Text Message
Receive security codes by text message.
[Add Phone](#)
Message and data rates may apply. To stop receiving SMS messages, remove your number above.

Email
Receive security codes by email.
[Add Email](#)

[Cancel](#) [Confirm](#)

17a

17. In the **Authentication Contact** section, you may choose to receive an authentication code via an **Authentication App**, **Text Message**, or **Email** each time you attempt to log into your account. For this example, we have chosen to receive our authentication codes by **email** by clicking the **Add Email** hyperlink.
 - a. Click **Confirm**.

18

✉ **Add Email**

A security code will be sent via email when trying to access your MyTax DC account. Add mits-testing@dc.gov to your email whitelist to prevent security codes going to your junk folder.

What email address would you like to use?

Email

Required

18a

Cancel Save

18. Add the **Email Address** where you would like to receive your authentication codes.
 - a. Click **Save**.

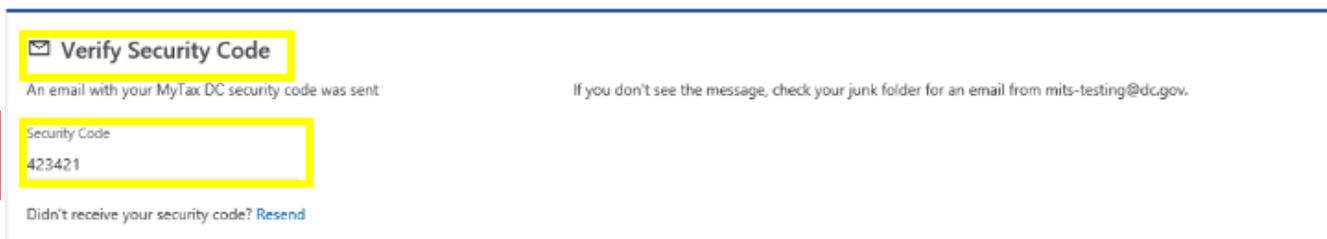
19

423421 is your security code. The code is required to complete the logon process.

Please do not reply to this email. If you have specific questions about your tax account(s), please log in to MyTax.DC.gov and send a secure message to the Office of Tax and Revenue's (OTR) e-Services Unit by clicking "Send OTR a Message" under the "I Want To" section on your homepage. To safeguard your identity and tax information, OTR will never ask for password information.

19. An email will be sent to the email address you provided. Within the **email** there will be a **Security Code** that you will need to log into mytax.

20



20a



20. On the **Verify Security Code** page, enter your **Security Code**.
 - a. Click **Confirm**.

< Two-Step Verification Setup

21

Reset Your Password

New Password *
Required

Confirm Password *
Required

Password Help

Passwords cannot be reused

Minimum 8 characters

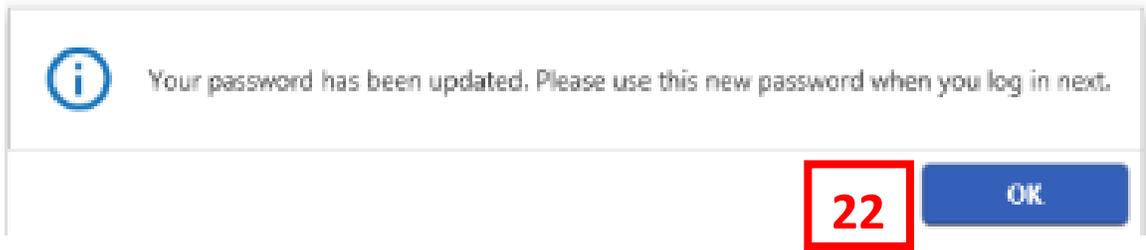
Passwords must contain both letters and numbers

Passwords must contain both uppercase and lowercase letters

Passwords must contain special characters

21a

21. You will be prompted to enter a **New Password**, retype it in the **Confirm Password** field.
 - a. Click **Submit**.



22. Click **OK** and your homepage will display.

TEST, SPOUSE

00002-36640
1001 4TH ST SW
WASHINGTON DC 20024-4517

Welcome, TEST TEST

You last logged in on Monday, Sep 28, 2020 5:04:31 PM

[Manage My Profile](#)

[Summary](#) [Action Center](#) ¹ [Settings](#) [More...](#)

Individual Income Tax

TEST, SPOUSE
1001 4TH ST SW
WASHINGTON DC 20024-4517

Account

100-000055011

Balance

\$5,863.00

[Add access to this account](#)